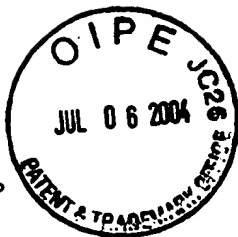




CAMPBELL
STEPHENSON
ASCOLESE LLP



2151
2842
4807 Spicewood Springs Road
Building 4, Suite 201
Austin, Texas 78759
T: 512-439-5080
F: 512-439-5099
Docket No.: SBL0012US

June 29, 2004

Mail Stop Amendment
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING USING
ROUTING AND ESCALATION RULES
Serial No.: 09/895,456
Examiner: Marie C. Ubiles
Docket No.: SBL0012US
Filed: June 29, 2001
Group Art Unit: 2151

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate); and
- (3) Response To Non-Final Office Action (15 pages).

- ☒ No additional fee is required.
☐ The fee has been calculated as shown below:

RECEIVED

JUL 09 2004

Technology Center 2600

CLAIMS AS AMENDED (fees computed under 37 CFR §1.9(f))

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	36	Minus	36	=	0	x \$ 18.00	\$ 0.00
Independent Claims	4	Minus	4	=	0	x \$ 86.00	\$ 0.00
<input type="checkbox"/> Fee for Request for Extension of Time							\$ 0.00
<u>Total additional fee for this Amendment:</u>							\$ 0.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☒ Please charge our Deposit Account No. 502306 in the amount of \$ 0.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

Total: \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on June 29, 2004.

Attorney for Applicants

6/29/04
Date of Signature

Respectfully submitted,

Samuel G. Campbell III
Attorney for Applicants
Reg. No. 42.381